TALE LITE

License plates unveiled to honor brave and courageous

Director Skip Lee recently presented license plates to Silver Star Medal recipients and the Fire Fighters Association of New Jersey in two ceremonies.

World War II hero James Walker (center) holds the first Silver Star license plate, as (from left) Director Skip Lee, Acting Assistant Director Jeanne Paulsen of Information and Systems Management, Deputy Commissioner Richard Bernard of Veterans Affairs, and Pat Casally, Executive Assistant, Information and Systems Management, look on.

In April, World War II hero James Walker, of Lakewood, accepted the first Silver Star license plate on behalf of the state's combat veterans for courageous action against the enemy in war.

Walker received his medal for gallantry in action on Luzon, Philippine Islands, in 1945. He worked with Senator John E. Dimon on special legislation creating the license plate.

Signed by Governor Jim Florio in November 1992, the legislation became effective April 1.

"This is a special way to recognize these heroic people. It is an honor to present these plates to Mr. Walker and to all of the other courageous Silver Star recipients who have put their lives on the line for all of us," Lee said.

Any Silver Star veteran is eligible for the special, no-fee license plate. To apply, send the MVS Special Plate Unit a copy of the DD214 service form, or the certificate of release of discharge from active duty that includes the statement Silver Star award.

In May, Peter F. Smith, president of the Fire Fighters Association of New Jersey accepted the first International Firefighter license plate for the group.

Formed in 1929, the Fire Fighters Association of New Jersey is comprised of 5,000 career firefighters from the state's 21 counties and federal facilities, such as McGuire Air Force Base and Fort Monmouth.

"The license plate is just one way to honor these brave individuals who unselfishly protect lives and property from the tragedy of fire," Lee said.

"It is a pleasure to recognize these firefighters for their dedication and devotion to duty," he added.

The plates are available for a fee through the division's special (non-profit) organization license plate program. Service groups must have at least 175 members; community and alumni organizations must have at least 500 members.

To receive information about the new plates, career New Jersey firefighters may call the association at 609-396-9766 or write to the Fire Fighters Association of New Jersey, 24 West Lafayette Street, Trenton, NJ 08608.

Peter F. Smith, president of the Fire Fighters Association of New Jersey, accepts the first International Firefighters license plate from Director Skip Lee.

Motor Vehicle Services

JULY 1993
Volume 20, No. 1

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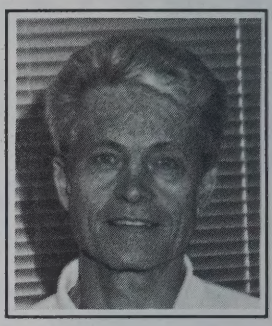
Wishing our Motor Vehicle Services retirees well

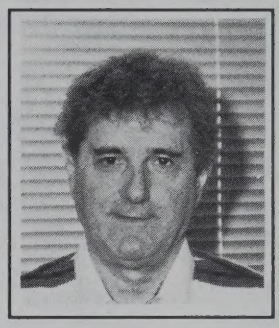
Ninety years is a long time to work but that's the combined Motor Vehicle Services term of five employees who retired this spring. Recently honored by Director Skip Lee, they were presented plaques for their distinguished careers.

Saying good-bye to friends and co-workers were:

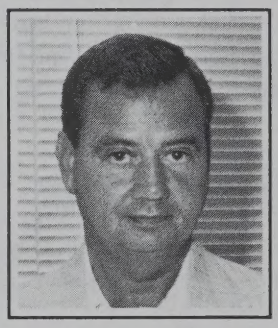
Jeraldine I. Harvey, Principal Data Entry Machine Operator in Data Base Corrections, joined the division in August 1962 and retired on June 1, 1993, after 30 years service.



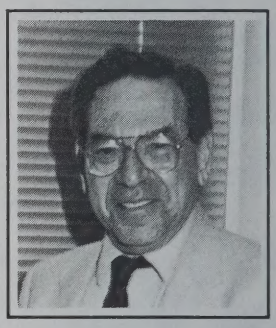
John P. Ryan, Manager 2 in the Planning Office, joined MVS in February 1973 and retired on May 1, 1993, after 20 years service.



George Kinczel, Support Service Representative in the Imaging Systems Center, joined MVS in July 1983 and retired on May 1, 1993, after 9 years service.



Frank Takacs Jr., Supervisor 2 at the Randolph Inspection Station, joined MVS in March 1969 and retired April 1, 1993, after 24 years service.



Arnold Grill, Administrative Analyst I in the Planning Office, joined MVS in September 1985 and retired April 1, 1993, after 7 years service.

PUBLICATIONS CORNER

Motor Vehicle Services recently heralded the arrival of Manual del Conductor de New Jersey (Revisado Octubre 1992). If you're a bit bewildered, that's the official title of the NJ Driver Manual in Spanish.

To MVS, the arrival of the Manual is a big event. In 1988, the Communications Office published the last edition of the Driver Manual in Spanish. But, the requests for the Manual kept coming in. Finally, the funds and the man-hours to produce a more comprehensive manual in Spanish were allocated last summer. And then the work began.

Written in the Caribbean Spanish dialect, the Manual contains the same information as the English version. Even the captions for the illustrations are in Spanish. While working on the Manual, idiomatic phrases are used whenever possible.

Although MVS provides the driver test in 14 languages plus English, the state's demographics indicate Hispanics lead the foreign-speaking population. Of the 7,760,000 current New Jersey residents, 10% are of Hispanic origin. Because MVS is a customer-service oriented division, we saw the obvious need for the manual in Spanish. And, we're meeting that need.

Initially, Motor Vehicle Agencies with requests for the Driver Manual in Spanish will receive them on a priority basis. Then, several hundred manuals will be sent to schools, special interest groups and driving instructors.

For a copy of the Manual, call the Communications Office, Publications Section at 609-292-6908 from 8:30 a.m. to 4:30 p.m.

Start your weekend early . . . Come to the MVS Picnic!

Come and have some fun!

Mark your calendars for Friday, July 23, for an exciting start to your weekend!

The Motor Vehicle Services picnic will begin at 2:30 p.m. and last till sunset at the Valley Road Picnic Area, located off Route 29 in Hopewell Township.

Softball, basketball, volleyball, and quoits are some of the fun activities planned. A separate playground is available for children. Prizes, a clown and DJ music will round out the day.

Bring a big appetite! The menu includes hot dogs, hamburgers, Italian sausage, corn on the cob, baked beans, tossed salad, potato salad, macaroni salad, peppers and onions, popcorn, pretzels, potato chips, watermelon, ice cream and soft drinks.

Tickets are $12 per person. Children under age 10 will be admitted free. Please make checks out to DMV Activities. Contact one of the people listed below no later than July 16 to purchase your ticket. See you at the picnic!

Trenton Regional Service Center:

Kim Benson, 292-5538

MVS Headquarters:

Ed Besko, 292-6161
Frank Costantino, 633-9464
Rose Day, 633-3662
Mary Kline, 292-4571
Eileen Majewski, 292-6923
Anne Scheffer, 633-9457
Gregg Zoltanski, 292-1325

Central Region:

Gene Cohen, 908-774-0825

Northern Region:

Michael Moroney, 201-628-6565

Southern Region:

Roseanna Rosa, 751-7827

Spring came early to the Trenton Regional Service Center on March 26, when employees were given an opportunity to buy roses and daffodils to help in the fund-raising efforts of the American Cancer Society and the Auxiliary Boards of the Children's Home Society of New Jersey and Bucks County. Making their purchases from Connie Tweedie (left) are Vany Brackel (center) and Sandy Savage, both Record Technicians 2 in the Surcharge Section.

PROFILE

Judy Isackson

"Five years ago, if you put a computer in front of me, I wouldn't know what to do with it. Now I have four of them," laughed Judy Isackson, Supervisor of Mails for Mail and Courier Services.

Not to worry. Judy puts those four terminals to good use. She is responsible for tracking the monthly mailings of more than a million documents - surcharge bills, suspension and restoration notices, and driver license and registration renewals.

I've learned a lot over the years, and that's why I like my job," she said. "I enter production reports and make sure mailings are done on a timely and consistent basis."

It's no wonder Judy knows the mailroom from the ground up. She's been a part of it's operations for 16 years, her entire MVS career.

After going to school and holding down a series of odd jobs, she graduated from John F. Kennedy High School in Willingboro in 1975. Judy also attended Burlington Community College for two years.

After joining the Division in July 1977 as a clerk, she worked her way through the ranks until her promotion to Supervisor of Mails in February 1992. Supervisor of Postal Services Gregg Zoltanski and Judy oversee a staff of 13 employees.

Asked about the move to the new headquarters building, Judy remarked it was the best thing to happen to the mailroom. "We now have a clean, spacious area to work more efficiently. Compared with the mailroom in the old building, this is a giant step," she said.

In her off-hours, Judy enjoys reading and gardening.

In the past, Judy has helped people in need. She was awarded a plaque for raising money for needy families as part of the "Give A Christmas" charity sponsored by the Willingboro Rotary and the **Burlington County Times.**

It's apparent that Judy cares about serving people, both on and off the job. It's also obvious that the mailroom is in very capable hands.

How's your blood pressure? If you were one of the 615 people who had their blood pressure checked in May by the division's nurses, you'd know. Connie Farina, RN (left) and Jessie Timm, RN, conducted 378 blood pressure screenings in the lobby of the MVS Headquarters Building and an additional 237 screenings in the Trenton Regional Service Center. Among those who wanted to know his numbers was Dennis Filidore, of the Information and Systems Hardware Unit, shown here waiting for Nurse Timm to read the gauge.

Kimberly Whilden, daughter of **Ralph Whilden**, Supervisor 3 of the Millville Inspection Station, recently attended a National Youth Forum in Washington, D.C., as a member of the Sea Cadets Atlantic City Squadron. A junior at Millville High School, Kimberly is a drum majorette in the school's marching band and a member of the National Honor Society.

• • •

Kenneth Stevenson, Administrative Analyst 1 in the Planning Office on 9 East, was presented the Joseph B. McLean Chapter Service/Development Award at the June 3 annual awards dinner of the New Jersey Chapter of the American Society for Public Administration. The award was given for contributions Ken made to ASPA. As editor, he reinstated the chapter's newsletter. Ken chaired ASPA's regional conference and participated on the planning committee for monthly meetings and the annual symposium. Currently, Stevenson serves on the ASPA National Council.

• • •

Minerva Diaz, Support Services Representative 3 in Data Entry, is a proud mom these days, after her daughter, Nicolette, was named to the Honor Roll of Dunn Middle School in Trenton. Nicolette plays clarinet in the Trenton High School Marching Band.

• • •

Marie Irwin, Customer Service Representative 1 at the Burlington Agency, recently became a grandmother to twins. Nicole Elizabeth and Kristen Emily were born to her son, Paul Irwin, and daughter-in-law, Brenda.

• • •

Gwen Carrier, Support Services Representative 1 in Data Entry, is a first time grandmother. Khalia was born to her daughter, Crystal Carrier.

• • •

Congratulations to **Lisa Lanning**, Support Services Representative 2 in Office Automation Systems, and her husband, Sean, on the birth of their second son, Kevin David Lanning on April 5, 1993, weighing 8 pounds, 14 ounces. He joins a brother, Justin, age 3.

• • •

India Duncan, daughter of Eugene and **India Duncan**, Record Technician 2 in Data Entry, was named an honor student in the kindergarten of Faith Christian Academy, Hamilton Township.

• • •

The MVS Blood Bank Committee commends employees who participated in its first annual blood bank drive. Forty-seven units of blood were donated through the Mercer Regional Blood Center. For membership or general information about the life-saving efforts of the MVS Blood Bank contact Jessie Timm, R.N., the division's nurse, at 609-292-4440, or Rose Day, Committee Chairperson, at 609-633-3662.

• • •

Congratulations to **Karen Takeuchi**, Support Services Representative 3 in the Wayne Regional Service Center, on the birth of a daughter, Kasey Amber, on March 31, 1993 in Hackensack Hospital. Weighing 6 pounds, 12 ounces, she is the first child for Karen and her husband, Ken.

CARD OF THANKS

Special thanks to each one of you. I truly thank the Good Lord for "All" of you, for being so thoughtful and generous to me.

It's nice to be remembered, because it means a lot to me, knowing that you are thinking about me.

I am recuperating and I am doing fine.

I am looking forward to coming back to work and seeing everybody.

Once again, I thank you for everything you have done for me.

May the Lord bless each and everyone of you.

Sincerely
Betty Jean Perkins

Favorable impression . . .

I have been taking our family's automobiles to the New Jersey motor vehicle inspection station in Paramus for the past 17 years. Although I have never encountered any rudeness by inspectors, their attitude is usually-and understandably-one of boredom.

This morning-May 14, 1993-I took one our vehicles to the Paramus inspection station as usual. The first inspector I encountered was unusually courteous, as well as efficient.

An hour or two later, I took our other car for inspection, intentionally getting in the same line. I encountered the same inspector and once again was very impressed by his courteous speech and demeanor. I asked his name, which is John Williams.

I thought you'd like to know that at one of your inspection stations, at least, many New Jerseyans each day are getting a favorable impression of the Division of Motor Vehicles.

George Maranjian
River Vale

Calm, helpful demeanor . . .

I understand that the DMV has no control over the crowd, the temperature, or the day of the week, but you certainly have control over the workers who represent our system of government controlled offices and I would like to commend one of them.

On April 29, 1993, I entered the East Orange DMV office to renew the registration on my car, transfer the title (the result of a divorce), and get a picture license for an upcoming cruise (the rewards of a divorce). I am sure I brought with me, on that very busy, 80 degree, crowded, end-of-the-month afternoon, a premonition of long and wrong lines with surly people waiting at the end.

After what turned out to be a not so very long wait, thanks to the proper routing by a helpful receptionist, I received everything I needed with one minor mistake. The registration had been renewed in the name of my ex-husband even though I had transferred the title to my name.

I took the documents back to the cashier's window ready to berate anybody misfortunate enough to be standing there. "Here," I thought "is the inefficiency I had expected all along!" Keep in mind that my attitude was fueled by the hot, tired crowd that milled around that office.

To my surprise, the cashier listened patiently, empathizing with me and completely neutralizing my anger. He diplomatically put the fault on a simple misunderstanding, placing the blame on neither the other employees or myself and asked me to please be seated momentarily while he had the error corrected with the highest priority. After a relatively short wait, he promptly returned the corrected documents with apologies for the inconvenience.

The employee's name is Joe Devlin. I asked him at the time because I knew that his poise in a very difficult service oriented job tends today to be the exception rather that the rule and I wanted to be sure that his calm, helpful demeanor was recognized. Thank you, Mr. Devlin, I certainly appreciated your composure and efficiency.

Marie Christiano
Bloomfield

TALE LITE

Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

TALE LITE Staff: Letitia Cackowsky, Toni Haney, Edyth Hetman, Debbi Hutton, George Robinson, Cora Sue Santopietro, Maureen Sczpanski and Katherine Ziolkowski. Printed at the Motor Vehicle Services Print Shop.

Employees are invited to share their newsworthy stories, opinions and ideas by calling 609-292-6908, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 9th floor - West, 225 E. State St., Trenton, NJ.

LAPS
Department of Law and Public Safety
Division of Motor Vehicles